Using PropertyFlow: Troubleshooting

CONTENTS

Introduction **3**

Main error messages **3**

Forgotten your Password **6**

Forgotten your User ID **7**

Web browsers **7**

Index **10**

Introduction

Confirmation messages or sometimes error messages display inside dialogue box/message bubble or as red text.

Main error messages

The following table gives a description of the main error messages, the probable cause and what you need to do. If you complete the "What you need to do" and you still have a problem, please call the Yarra Valley Water Customer Contact Centre on 03 9872 2527

Message display	Where/ When	Probable cause	What you need to do
Invalid Username or Password	Log in	You may have made a mistake typing your User ID and/or your Password. You clicked on **Log In** before you entered your User ID and Password.	Try again. If you have forgotten your details please call Yarra Valley Water 03-9872 2527
Page Expired	Anytime	The PropertyFlow application has been inactivate for approx 30 minutes	Click the OK button. You are returned to the PropertyFlow Log in
Postcode must be entered	Step 1	You clicked on Find before you entered a postcode.	Check that you have entered all the mandatory
		You clicked on Step 2 before entering a postcode	Enter the postcode. If you are uncertain then enter 3000
Please select a row from the table before the Choose Reports button	Step 1	You did not click on and select a property before you clicked on Step 2	Use the mouse to click on and select the property you want to view

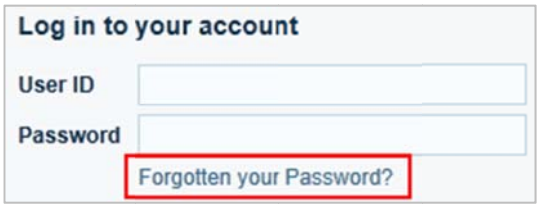
Message display	Where/ When	Probable cause	What you need to do
Select a product to continue	Step 2	You clicked "Step 3: Complete Transaction and Delivery Details" before you had added the products to your shopping cart by clicking **Add to Shopping Cart**	Check your product WIS and PSP selections (if one was available), and confirm that's what you want. Then click **Add to Shopping Cart**. The shopping cart will now display the cost of the products you've selected
Currently the status is INPROCESS. You can view the Transaction only after the status is COMPLETE or ERROR or NOMATCH	Transaction history	Attempting to view a transaction before the system had completed its system checks	Wait until the status change Click the **Search/ Refresh** button to make sure the transactions results are current
Please select a row from the table before the Choose Reports button	Step 1	You did not click on and select a property before you clicked on Step 2	Use the mouse to click on and select the property you want to view
RSS date cannot be less than the current date	Step 2 or Transaction order details report	The request date entered has passed	Enter a request date that is either the current or a future date
You have not entered a Rates Settlement Statement request date.	Step 2 or Transaction order details report	A date was not entered for PropertyFlow to generate an RSS	If you want an RSS sent on a particular date, click Yes and enter the date If you don't want an RSS, click No

Message display	Where/ When	Probable cause	What you need to do
System currently unable to complete your transaction, please try again later	Transaction history	The system is currently unavailable	Log out, and return to the system after a period of time.
Various messages – Red message text appears in the top left hand corner	Transaction history report details screen	This may occur if there is an issue with one of the systems that supplies information to the PropertyFlow application.	Contact a Customer Service Consultant on 9872 2527. They will raise the matter with an IT system expert. When the Customer Service Consultant is told that the support system is up and running smoothly, they will review the transaction and 'Resubmit' your request for you. **Please note** that charges are incurred only after the information you requested is sent to you.
0 properties found for: Service location id ###	Step 1	The property: . details entered may not be correct. Please check the property details and retry . is not yet registered with Yarra Valley Water . is outside Yarra Valley Water's service area. Click on the "View map of Yarra Valley Water boundaries" link to see if the property is within Yarra Valley Water's region	If further search attempts do not display the required property, Yarra Valley Water will follow up the matter for you within 3 working days. Please help us by . scrolling down the page and in the **Comments** field, add details such as the property owner's name and if possible the Lot and plan numbers . continue through the 4 Step process and choose the property information items you want and record the email address where you want the reports to be delivered.

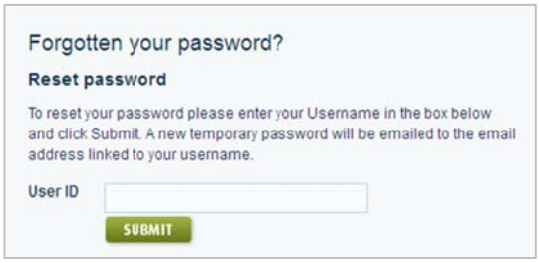
Forgotten your Password

If you have forgotten your password:

1. At the PropertyFlow log in page, click the **Forgotten your Password** link.



   The Reset Password screen is now available for you to enter your User ID and send (Submit) a message to Yarra Valley Water to reset your password.


Forgotten your password?
Reset password
To reset your password please enter your Username in the box below and click Submit. A new temporary password will be emailed to the email address linked to your username.
User ID
SUBMIT

2. Enter your User ID in the **User ID** field and click the **Submit** button.

   Yarra Valley Water emails a temporary password to the email address you supplied when you set up your PropertyFlow account.

3. Go to your email. You will find a message similar to the one below:

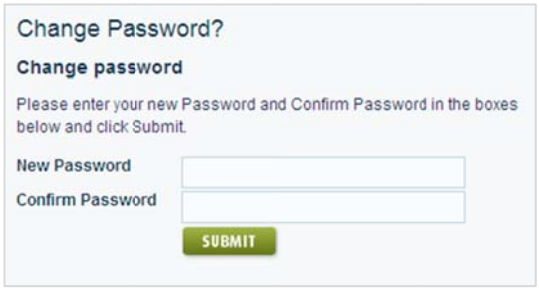
   Hi <User ID>

   Your new password has been generated. Use this password to login to the YVW Propertyflow application. For security purposes, please change your password on first login.
   New Password = <3xx..Xx5…..>
   YVW Team

To reset your password:

1. Return to the PropertyFlow log in page.
2. Enter your User ID and the new temporary password you received in the email. Take care to make sure you type the exact password.

   The Change Password screen displays and you can change the password to one you prefer.


Change Password?
Change password
Please enter your new Password and Confirm Password in the boxes below and click Submit.
New Password
Confirm Password
SUBMIT

For optimal password security, Yarra Valley Water recommends that you use:

- at least 8 characters
- a mixture of letters and numbers
- at least one Capital letter (often the first letter).

3. In the **New Password** field, enter your preferred password.
4. Re-enter the same password in the **Confirm Password** field.
5. Click **Submit**.

   Your password is now reset, and the PropertyFlow system is available for you to use.

Forgotten your User ID

If you have forgotten your User ID:

1. Locate your Yarra Valley Water account and find your 10 digit account number; it's in the top right hand corner of the account.
2. Call the Yarra Valley Water Customer Contact Centre on 03 9872 2527.

   A Customer Service Consultatnt will ask you for your account number to verify your identity and then confirm your PropertyFlow account User ID.

Web browsers

The Yarra Valley Water PropertyFlow application supports all versions of Internet 8 Explorer and above. In some cases when using Chrome, Firefox, Safari and Internet 7 the screen layout may appear a little distorted, however, the system will still deliver the functions you need to request, view and download property reports.

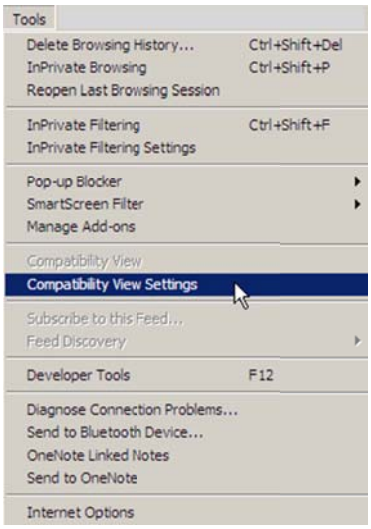
Browser	Download latest version from
Firefox (Mozilla)	http://www.mozilla.com
Internet Explorer	http://www.microsoft.com/download/en/default.aspx
Chrome (Google)	http://www.google.com/chrome/
Safari (Apple)	http://www.apple.com/safari/

If you choose Internet Explorer, you need to make a very small adjustment to the compatibility settings; this change will not affect your ability to use the internet.

To adjust the Internet Explorer compatibility setting

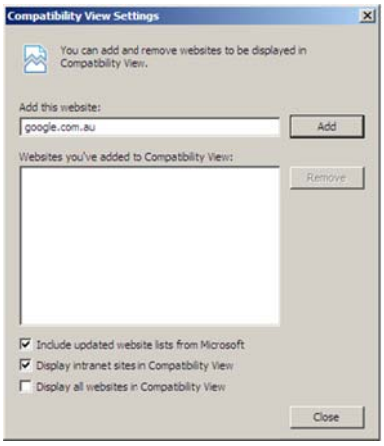
1. Click on the **Tools** button in the ribbon.

The Tools menu displays.



2. Select **Compatibility View Settings** from the Tools menu.

The Compatibility View Settings dialogue box displays.


Compatibility View Settings
You can add and remove websites to be displayed in Compatibility View.
Add this website:
google.com.au
Add
Websites you've added to Compatibility View:
Remove
Include updated website lists from Microsoft
Display intranet sites in Compatibility View
Display all websites in Compatibility View
Close

3. Deselect (untick) each of the three check boxes.

Include updated website lists from Microsoft
Display intranet sites in Compatibility View
Display all websites in Compatibility View
Close

4. Click the **Close** button.

You're ready to begin using the PropertyFlow system.

Index

Internet
- Apple Safari 8
- Firefox 8
- Google Chrome 8
- Internet Explorer 8
- Internet Explorer compatibility setting 8
- Web browsers 7

Password
- Change/Reset 6
- Forgotten 6
- Security 7